



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: Department of Justice & Attorney General	SYS. POSN. NO: DJAGICT.31	REF. NO: DJAGICT.31
OFFICE: Information Communications Technology	DESIGNATION/CLASSIFICATION: Junior IT Support Officer - Provinces / Grade 12	DIVISION: Corporate Affairs & General Administration
LOCAL DESIGNATION: IT Support Officer	BRANCH: Information Communications Technology	REPORTING TO: Senior IT Support Officer / Grade 14
SYS. POSN. NO: DJAGICT.16	SECTION: IT Support	LOCATION: Waigani

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
HR/ICT		

2. PURPOSE

The Information Communications Technology Branch provides both administrative and technical support services related to information communications technology for the Department of Justice and Attorney General. The Branch ensures that all required ICT services are fully functional.

The role of the Junior IT Support Officer - Provinces is to provide routine operational support for reported IT Helpdesk queries, ensuring timely and effective resolutions.

3. DIMENSIONS

- **Supervisory Responsibility:** None
- **Financial Responsibility:** None
- **Resources:** Responsible for maintaining and updating IT asset registries for provincial offices and supporting the functionality of IT systems.

4. PRINCIPAL ACCOUNTABILITIES

- Ensure all reported faults on IT systems are promptly attended to.
- Provide casual training for end-users of desktop hardware and software.
- Conduct repairs on faulty equipment as needed.

- Assist the Helpdesk Coordinator in maintaining an up-to-date IT asset registry for provincial offices.
- Provide support to the Systems Administrator and Network Administrator.
- Report to the Helpdesk Coordinator.

5. MAJOR DUTIES

- Ensure all user-reported faults on IT systems are promptly addressed.
- Assist end-users in the proper use of desktop hardware and software.
- Diagnose and repair PCs to field-replaceable unit levels.
- Support the Systems Administrator and Network Administrators in resolving faults on the LAN and file servers.
- Ensure all faults are updated in the Helpdesk database.
- Maintain a registry of IT assets in provincial offices.
- Report to the Helpdesk Coordinator daily.
- Perform all other duties as directed, consistent with the above.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

Internal:

- Report to the Helpdesk Coordinator.
- Collaborate with other staff of DJAG.

External:

- No direct external work relationships.

6.2 WORK ENVIRONMENT

- The role is based primarily in an office environment within the Department of Justice & Attorney General, Waigani. The Junior IT Support Officer will be expected to manage IT support tasks in a dynamic setting and occasionally travel to provincial offices.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

- **Rules/Procedures:** Adhere to established IT support protocols and guidelines.
- **Decision:** Prioritize and manage IT support requests to ensure efficient resolution.
- **Recommendations:** Provide suggestions for improving IT support processes and asset management.

8. CHALLENGES

- Managing multiple IT support requests and maintaining high standards of service under time constraints.
- Ensuring effective communication and coordination within the IT support team.

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications:

- Diploma in IT from a recognized institution.

(b) Knowledge:

- Solid understanding of IT systems and applications.
- Familiarity with desktop hardware and software, as well as LAN and server environments.

(c) Skills:

- PC technical skills with the ability to diagnose and repair hardware issues.
- Proven ability to deliver high-quality service to stakeholders and users.
- Strong communication skills – both written and oral.
- High standards of work values, with a strong desire to learn and the willingness to work long hours when required.

(d) Experience:

- Minimum of 2 years of experience in a similar IT support role.